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## Multi-Media Services



### 209 South 33rd Street

SAS Computing's **Multi-Media Services (MMS)** provides the Penn community with an array of media support systems for academic and course-related purposes. Computer labs, classroom technology support, equipment loan services, special event support and a variety of production services are available through our office. Support of School of Arts and Sciences (SAS) classes is given priority and is provided free of charge. Services and equipment for student groups, workshops, campus conferences, and meetings may incur rental and staff fees and are subject to availability.

MMS is located in the basement of David Rittenhouse Labs at 209 S. 33rd st. in between Spruce St. and Walnut St. Please enter from the left most set of double doors that face 33rd st. There is a large sign above the set of doors that reads 'Multi-Media Services.' [View Penn's campus map.](#)

### Contact us

Email: [mms-help@sas.upenn.edu](mailto:mms-help@sas.upenn.edu)  
 Phone: 215-898-4947  
 Fax: 215-573-2174  
[MMS staff directory](#)  
[Suggestions or Comments](#)

### MMS Facility Schedule: Summer 2012

Monday - Thursday	8:00am - 9:00pm
Friday	8:00am - 4:30pm
Saturday	Closed
Sunday	Closed

Facilities and Services	
Students Services	Faculty and Staff Services
<a href="#">Visit our Computer Labs</a>	<a href="#">Reserve a Computer Lab</a>
<a href="#">Equipment Loan</a>	<a href="#">Equipment Loan</a>
<a href="#">ASL Recording Room</a>	<a href="#">Audio/Video Recording Services</a>
<a href="#">ASL Video Phone Room</a>	<a href="#">Video Conferencing</a>
<a href="#">Multi-Media Resource Rooms</a>	<a href="#">Media Hosting or Media Conversions</a>

University Holidays and Other Exceptions	
Wednesday, July 4, 2012	Facility Closed ~ Independence Day
Monday, September 3, 2012	Facility Closed ~ Labor Day

## Useful Links & Contacts for Faculty & Staff

This page has a list of links and contacts that faculty and staff members may find helpful.

### Frequently Used Links

- [FacStaff Web mail](#) (or the [new version](#))
- [SAS Meeting Maker web calendar](#)
- [Blackboard login](#)
- [Courses inTouch](#)
- [PennNet Phone \(VoIP\) Services](#)

### Help with Fixing Your SAS Computer

- [Computing help for faculty and staff](#) is provided by your [Local Support Providers \(LSPs\)](#).
- [SAS Computing](#)
- [Computer Fixer](#) (recommended service for computers not owned by SAS)

### Network & System Status

- [SAS Computing Notification Service](#) (notices of system outages)
- [PennNet Status](#)
- [University Network and Server Status](#)

### Supported Technology

- [Email](#) (facstaff) for SAS instructors
- [Software products](#) supported at Penn
- [Operating systems](#) supported in SAS
- [Hardware configurations](#) recommended in SAS
- [PennConnect DVD](#) (currently recommended software)

### Course Management

- [Courses inTouch](#) (CIT): class lists, online grading, course problem notices
- [Help and access information for the Online Grading system](#)
- [Help for Course Problem Notices](#) (CPN)
- Blackboard course web sites: [Blackboard login](#), [Blackboard links and contacts](#)
- [Class Mailing Lists](#) from lists.upenn.edu (see our page [Class Mailing Lists](#) for information)
- [Registrar](#)
- [Classroom Finder](#) ([Classroom Technology Services](#))
- [Request for change in classrooms](#) ([Classroom Technology Services](#))
- [Online Course Evaluations](#) ([Frequently Asked Questions](#); [Evaluation Response Reports](#))
- [Penn Course Review](#)
- [Midterm Course Evaluations](#)

### Teaching Resources

- [Instructional Technology & Pedagogy Support Services for Faculty](#) (a consolidated list)
- [Center for Teaching & Learning](#) (approaches to improving instruction)
- [Engaging Students Through Technology](#) (blog)
- [Teaching Options for a Snow Day](#)

### Research Resources

- [Services for Researchers](#) ([Office of the Vice Provost for Research](#))
- [Office of Research Services](#)
- [Center for Technology Transfer](#) (patents, copyrights, trademarks)
- [Research at Penn](#) (e-publications)
- [Scholarly Commons@Penn](#) for [SAS](#) (repository of research)

### Document Management

- [Managing Your Documents: Solutions for SAS Faculty & Staff](#)
- [Managing Your Documents: Working From Your Office Desktop Computer](#)

### Technology Facilities for Instructors

- [Multi-Media Services](#): [equipment loan](#), [videoconferencing](#), and other [media services](#)
- [Language Resource Center](#)
- [Weigle Information Commons](#) (WIC) and [Vitale Digital Media Lab](#) in [Van Pelt Library](#)

### Academic Advising & Administration

- [Advisor inTouch](#) (AIT): [access and assistance](#)
- [Major Advising Program](#) (MAP)
- [College General Requirement Course List](#)
- [Institutional Research Query Database](#) (IRQDB)

- [External Credit Evaluation Tool \(XCAT\)](#): [Contacts](#) for XCAT
- [Student Record System \(SRS\) Help and Contact Information](#)
- [Course Search & Schedule Planning Tool](#)
- [group.sas mailing lists](#) (mailing lists for SAS groups)
- [Web Design Services](#) for Departments and Centers
- [Survey Builder](#) (see [database applications](#) for information)
- [Web Form Handler](#) (see [database applications](#) for information)

## Security, Privacy, & Acceptable Use

- [Penn Computing Security and Privacy](#)
- [Basic Information Security for Instructors and TAs](#)
- [PennKey ID and password](#)
- [How to Sponsor a Guest on Penn's Wireless Network](#)
- [One Step Ahead](#) (Security Tips)
- [Computer Security](#)
- [Privacy](#)
- [SAS Spam Shield](#) (see [information about SAS Spam Shield](#), Proofpoint spam protection)
- [Anti-Virus Software](#)
- [Security and Privacy Impact Assessment](#) (SPIA)
- [Record Retention Schedule](#)
- [Secure Share](#) (secure file exchange on the web — see [information page](#))
- [Policy on Acceptable Use of Electronic Resources](#) at Penn
- [Acceptable Use of mail.sas](#)
- [Cloud Computing: acceptable use guidelines](#) at Penn

## Learning about Technology

- [Technology Training Services](#)
- [WICshops](#) (workshops at the Weigle Information Commons), including [Technically Speaking](#)
- For more resources, see: [Technology Training and Skills Development](#)

## University Links

- [Penn Portal](#)
- [U@Penn](#) (information about your employment and benefits)
- [Penn Computing](#) (ISC): university-level computing and communication services
- [Penn Computer Connection](#) (academically priced computer equipment and software)
- [PennNet Phone Services](#): VoIP (Voice over IP) telephone and voice mail service ([What is PennNet Phone?](#))
- [Green IT](#) (environmentally conscious computing)
- [Office of Software Licensing](#) (site licenses)
- [Penn Web Style Guide](#)
- [Penn eCards](#) (Greetings from Penn)

## Who, What, When, Where

- [Penn directories of students, faculty, and staff: find a person or update directory listings](#)
- Penn Directory Search for mobile devices ([www.upenn.edu/mdir](http://www.upenn.edu/mdir))
- [Event calendar](#)
- [Academic calendar](#)
- [Campus maps](#)
- [Penn A-Z](#) (alphabetical list of Penn entities)

## SAS Division Pages

- [School of Arts & Sciences](#) (SAS): [academic departments](#)
- [The College](#) (undergraduate division of SAS)
- [Division of Professional and Continuing Education](#) (PCE)
- [College of Liberal and Professional Studies](#) (LPS), formerly known as College of General Studies (CGS)
- [Graduate Division](#) (GAS)
- [Finance and Administration](#) (FAS)